



Department of Medical Assistance Services
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www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Providers (with the exception of Dentists) and Managed
Care Organizations (MCOs) Participating in the Virginia
Medical Assistance Programs

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

MEMO: Update

DATE: 9/12/2007

SUBJECT: Update to Provider Manuals

The purpose of this memorandum is to notify you that changes have been applied to **Chapter 1 (General Information)** and **Chapter 3 (Recipient Eligibility)** of ALL the Department of Medical Assistance Services (DMAS) provider manuals. Changes have also been applied to **Chapter IV (Covered Services and Limitations)** of the **Individual and Family Developmental Disabilities Support Waiver Services Provider Manual** and to **Chapter IV (Covered Services and Limitations)** of the **Transportation Manual**. The attached table shows the changes to these provider manuals. Please download the new pages to insert into your Provider Manual and retain the attached table.

These changes have been incorporated as part of the Integration of Acute and Long Term Care (ALTC) Phase 1 Project. The ALTC Phase 1 Project constitutes a major reform of the Virginia Medicaid funded long-term care services program, which will focus on care coordination and integration of acute and long-term care services for low-income seniors and individuals with disabilities.

Please review these changes carefully.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the “DMAS Content Menu” column on the left-hand side of the DMAS web page for the “Provider Services” link, which takes you to the “Manuals, Memos and Communications” link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273 Richmond area and out-of-state long distance
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

NPI TRAINING AND EDUCATION

DMAS is conducting Web-Based Q&A sessions on topics associated with NPI such as taxonomy codes, subparts, group enrollment, new paper claim forms, and other NPI related topics. Visit the DMAS Learning Network at http://www.dmas.virginia.gov/LN-upcoming_events.htm for additional details on the new “WebEx” Web-Based training and other DMAS training opportunities.

Attached Number of Pages: (2)

Chapter 1 – ALL PROVIDER MANUALS
Chapter 3 – ALL PROVIDER MANUALS
Chapter IV – Individual and Family Developmental Disabilities Support Waiver
Services Provider Manual
Chapter IV – Transportation Provider Manual

REVISION CHART

September 12, 2007

ALL PROVIDER MANUALS

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter 1	Chapter 1		Entire Chapter	9/12/2007

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter 1	Old Chapter 1	New Chapter 1	

ALL PROVIDER MANUALS

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter III	Chapter III		Entire Chapter	9/12/2007

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter III	Old Chapter III	New Chapter III	

Individual and Family Developmental Disabilities Support Waiver Services Provider Manual

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter IV	Chapter IV		Entire Chapter	9/12/2007

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter IV	Old Chapter IV	New Chapter IV	

Transportation Provider Manual

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter IV	Chapter IV		Entire Chapter	9/12/2007

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter IV	Old Chapter IV	New Chapter IV	